



Division of Behavioral Health Services

Cultural Competency Plan For 2008-2009

DBHS Cultural Competency Plan

2008- 2009

Objective 1: Provide leadership to increase awareness and sensitivity to diverse populations and decrease behavioral health disparities

Lead Persons: Cultural Competency Advisory Committee Chair

Steps	Assigned Parties	Completion Date and Product/Measure	Status/progress update – what was done and when, what remains to be done and by when will it be completed?	Additions/Modifications/ Completions/Deletions
Develop a work group to explore the feasibility of a conference or meeting on the importance of providing culturally and linguistically responsive services and increase awareness of disparities	Diversity and Inclusion Administrator and RBHA Cultural Specialists	Date: Oct. 31, 2008 Recommendations submitted to Advisory Committee		
Development of conference or meeting highlighting the importance of providing culturally responsive services and increase awareness of disparities	Diversity and Inclusion Administrator and RBHA Cultural Specialists	Date: Dec. 31, 2009 Conference or meeting scheduled		
Develop Marketing Workgroup	BHS Marketing Specialist- Special Projects	Date: Oct. 31, 2008 Work group members identified		

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Develop awareness marketing strategy as one strategy to increase knowledge of services available to members and potential members of diverse populations	BHS Marketing Specialist	Date: Dec. 31, 2008 Work group submits marketing strategy plan		
Explore development of formatted and scripted talking points for use in radio and available to all T/RBHAs to use as marketing strategy to increase knowledge and information on behavioral health services to members and potential members from diverse groups	BHS Marketing Specialist	Date: Jan. 31, 2009 Recommendations and draft scripts with talking points available to T/RBHAs		
Develop format for T/RBHAs quarterly cultural competency plan update and schedule to submit to Advisory Committee	Diversity and Inclusion Administrator	Date: Sept. 1, 2008 Format for RBHA Cultural Competency Quarterly Update Report Submitted		
Introduce the use of a screening tool and referral process for use by prevention providers with youth with behavioral health and substance abuse problem and referral to increase access to treatment for minority groups	DBHS Prevention Manager	Date: Dec. 31, 2008 Screening tool and process submitted to Advisory Committee		
Increase the number of youth screened in behavioral health and substance abuse who are participating within prevention programs to identify the potential need for behavioral health and substance abuse treatment services	DBHS Prevention Manager, RBHA Cultural Experts	Date: July 15, 2009 Report on the number of youth screened in prevention programs		

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Objective 2: Support RBHAs in increasing their capacity to provide culturally and linguistically responsive services to and decrease behavioral health disparities

Lead Persons: Diversity Council Chair and Training Coordinator

Steps	Assigned Parties	Completion Date and Product/Measure	Status/Progress Update – what was done and when?	Completions
Quarterly report on usage of interpretation by RHBAs and their providers	RBHA cultural specialists	Date: Oct 15, 2008 Quarterly Report Utilization of Interpretation code submitted by each RBHA		
Review and analyze the use of interpretation in regions	RBHA cultural specialists	Date: July 15, 2009 Analysis and report submitted by each RBHA reviewing fiscal year		
Identify the specific elements for training content of staff on diverse cultures	RBHA cultural specialists, T/RBHA Native American Liaisons and DBHS training staff	Date: Dec. 28, 2008 List of training content elements		

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Steps	Assigned Parties	Completion Date and Product/Measure	Status/Progress Update – what was done and when?	Completions
Explore the possibility of using video/training and other methods for training for diverse cultures	RBHA cultural specialists, T/RBHA Native American Liaisons and DBHS training staff	Date: Dec. 28, 2008 Recommendations submitted to Committee		
Identify content experts for various trainings that can be used statewide to increase awareness of other cultures such as: <ul style="list-style-type: none"> • Deaf and the Hard of Hearing, • GLBTQ • Native American • Asia and Pacific Islanders • African American • Hispanic/Latino • Blind and Visually impaired 	RBHA cultural specialists, T/RBHA Native American Liaisons and DBHS training staff	Date: Jan 31, 2009 List of content experts identified for each cultural group		
Develop curriculum or method or opportunities for trainers on diverse groups listed above for staff to attend	RBHA cultural specialists, T/RBHA Native American Liaisons and DBHS training staff	Date: March 31, 2009 Recommendations submitted and method for how content experts identified will provide training		

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Steps	Assigned Parties	Completion Date and Product/Measure	Status/Progress Update – what was done and when?	Completions
Explore revisions to the individual person cultural competency assessment	RBHA Cultural experts	Date: March 31, 2009 Recommendations submitted or method for how content experts identified will provide training		
Development of curriculum or training on Native American Tribal Governments to inform staff on how to be responsive Native American culture and protocols	T/RBHA Native American Liaisons	Date: Jan 31, 2009 Curriculum or training content submitted to committee		
Identify the existing culturally appropriate strategies and programs currently available through each RBHA for each of the following ethnic and racial groups Native American Hispanic African American	RBHA Cultural experts T/RBHA Native American Liaisons	Date: Sept 31, 2008 List of existing strategies and programs using DBHS format		

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Steps	Assigned Parties	Completion Date and Product/Measure	Status/Progress Update – what was done and when?	Completions
Increase the number of culturally appropriate strategies and programs currently available through each RBHA/provider to improve number of behavioral health recipients accessing behavioral health services for each of the following ethnic and racial groups Native American Hispanic African American	RBHA Cultural experts T/RBHA Native American Liaisons	Date: May 31, 2009 List with increase in strategies and programs and report on increase in access		
Increase the number of culturally appropriate strategies and programs currently available through each RBHA/provider to improve engagement and retention of behavioral health recipients receiving behavioral health services for each of the following ethnic and racial groups Native American Hispanic African American	RBHA Cultural experts T/RBHA Native American Liaisons	Date: May 31, 2009 List with increase in strategies and programs and report on improvement on engagement and retention		

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Steps	Assigned Parties	Completion Date and Product/Measure	Status/Progress Update – what was done and when?	Completions
RBHA to develop interpretation and translation policy and language testing criteria	T/RBHA Cultural experts	Date: Jan 1, 2009 RBHA interpretation and translation policy and language testing criteria submitted to DBHS		
RBHA analysis and report on the interpretation usage in their region	T/RBHA Cultural experts	Date: Jan 1, 2009 RBHA to submit a report and analysis		
RBHA /provider to complete the cultural competency organizational assessment	T/RBHA Cultural experts	Date: April 31, 2009 Completion of organizational assessment for all providers in each RBHA		
RBHA to increase the percentage of staff completed DBHS Cultural Competency Training	T/RBHA Cultural experts	Date: June 1, 2009 Completion of organizational assessment for all providers in each RBHA		
RBHA analysis and report of provider cultural competency organizational assessment	T/RBHA Cultural experts	Date: May 31, 2009 Draft Report and Recommendations submitted to Advisory Committee		

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Objective 3: Increase use of data to communicate value of services and improved diversity outcomes

Lead Persons: QM manager and Diversity Council Chair

Steps	Assigned Parties	Completion Date and Product/Measure	Status/Progress Update – what was done and when, what remains to be done and by when will it be completed?	Additions/Modifications/ Completions/Deletions
DBHS Diversity Report placed on Web and RBHA web sites	Cultural Competency Committee Chair and T/RBHA Cultural Specialist	Date: Nov. 15, 2008 Diversity report on Web		
Deaf or Hard of Hearing Survey of Providers placed on DBHS and T/RBHA web sites	Cultural Competency Committee Chair and T/RBHA Cultural Specialist	Date: Nov. 15, 2008 Survey placed on Web		
RBHA cultural competency organizational assessment placed on Web site	Cultural Competency Committee Chair and T/RBHA Cultural Specialist	Date: Nov. 15, 2008 RBHA organizational assessment placed on Web		